

**A CROSS SECTIONAL STUDY ON THE PERCEPTION OF
(IM) POLITENESS USED IN COMPLAINT BY INDONESIAN
EFL STUDENTS**



RESEARCH PAPER

**Submitted as a Partial Fulfillment of the Requirements
for Getting Bachelor Degree of Education
in Department of English Education**

Proposed by:

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**SCHOOL OF TEACHER TRAINING AND EDUCATION
MUHAMMADIYAH UNIVERSITY OF SURAKARTA**

2014

APPROVAL

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**A CROSS SECTIONAL STUDY ON THE PERCEPTION OF (IM)
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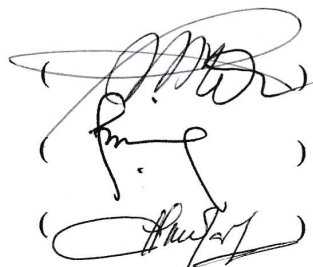
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TESTIMONY

The researcher hereby declares that there is no proposed work before in this research to get Bachelor degree in certain university and as long as the reseacher knows that there is also no work or idea that has ever written or published by other people, except referred written in this research paper and mentioned in bibliography.

If it is provided that there is mistake in the researcher's statement above later in the future, she will be totally responsible for that.

Surakarta, 2014

The Researcher



Eni Ratnawinata

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MOTTO

"THERE IS A WILL, THERE IS A WAY"

(The writer)

Why you become an audience if you have ability become
an actor even director

(The writer)

Maka sesungguhnya bersama kesulitan ada kemudahan

(Q.S Asy syarh ayat 5 dan 6)

Allah tidak akan mengubah nasib suatu kaum kecuali kaum itu
sendiri yang akan mengubah apa-apa yang ada pada diri
mereka.

(Q.S Ar Ra'd ayat 11)

DEDICATION

This research is dedicated to:

Allah SWT

Her Departments

Her Lectures

Her Parents

Her Brother

Her Big Family

Her Friends

ACKNOWLEDGEMENT

Assalamualaikum Wr. Wb.

Alhamdulillahirobil'amin. Praise to ALLAH AWT, the Almighty God, for blessing and guiding the writer in completing this tilte of reseacher. **A CROSS SECTIONAL STUDY ON THE PERCEPTION OF (IM) POLITENESS USED IN COMPLAINT BY INDONESIAN EFL STUDENTS**, as a partial fulfillment of the requirements for getting bachelor degree English Educaton Department of School of Teacher Training and Education Muhammadiyah University of Surakarta.

The writer would like to express her sincere gratitude for all people who give contribution to make this research paper more completely. Without their contribution the writer is likely impossible to finish it. In this opportunity, the writer would like to express her gratitude and appreciation to:

1. **Agus Wijayanto, Ph. D**, as the first research consultant who has guided and advises her during the arrangement of research paper from the beginning until the end.
2. **Dra. Siti Zuhriah Aryatmi, M. Hum** as the second research consultant who has guided and advises her during the arrangement of research paper from the beginning until the end.
3. **Dra. Malikatul Laila, M. Hum** as examiners who has gave her many suggestions in revising this research.

4. **Mauly Halwat Hikmat, Ph. D** as the Head of English Education Department for the permit of this research.
5. **Dra. Dwi Harjanti, M. Hum**, as the Academic Consultant of Teacher Training and Education.
6. **Prof. Dr. Harun Joko Prayitno** as the Dean of the School of Teacher training and Education of Muhammadiyah University of Surakarta.
7. All lecturers in English Department of Muhammadiyah University of Surakarta for useful knowledge and wisdom, thanks a lot of.
8. Her beloved family, mother **Ramiyem**, father **Nursito**, and brother **Joni Pratomo** who never give up for praying, helping, supporting her everytime, however she had to refuse all your request while she finished it.
9. Her cousins **Ardari Inka Mentari** who always accompanied and supported the writer to finish this research.
10. Big thanks to all her dear friends, **Rosa Rustiana S.A, Novi Barokah, Septiana Ardiyani** who always help the writer.
11. Linguisticers, **Arifah Pratikayani, Endang Sulastri, Arif Nugroho, Renaldo** who always help her to finish this research
12. Her friends especially class C, **Kristina, Octa, Ardhi, Effendy, Septian, Heni, Eka, Mami, Azmi, Astri, Septian, Hanum, Nofita**, and the memories
13. Her friends in Boarding house Tazka 4, **Ulfa, Ajeng, Anna, Ita, Riska, Nita, Ayu, Linda, Riski** who also supported the writer.

14. Her friend in MUEC, **Siti Arifah, Chandra Ayuningtyas, Ardita** and all
Muecer and the memories

15. Her friends in EDSO and SEGA in the memories would be saved forever.

16. Forever thanks to **all Indonesian EFL participants In Muhammdiyah
University of Surakarta**, without you this research would not be perfect.

She realizes this research paper is far from being perfect, because her
limited of capability. Therefore, she would like to thank for the readers if
they can give opinion, suggestion, and criticism to make it better. She
wishes this paper would give useful and beneficial for the readers.

Wassalamualaikum Wr. Wb.

Surakarta,

The Researcher



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SUMMARY

ENI RATNAWINATA. A320100106. A CROSS SECTIONAL STUDY ON THE PERCEPTION OF (IM) POLITENESS USED IN COMPLAINT BY INDONESIAN EFL STUDENTS.

This research is a cross sectional study that describe the perception of (im) politeness among three groups of level and between gender used in complaint by Indonesian EFL students with their reasons to judge (im) politeness. The aim of this study are to describe the perception of (im) politeness used in complaint among three groups of Indonesian EFL students and based on different gender and to explain the reasons provided by Indonesian EFL students to judge (im) politeness used in complaint. The study uses the descriptive qualitative research and cross sectional study approach in which the research participant were one hundred and fifty Indonesian EFL students in Muhammadiyah University of Surakarta. The data were the perception of (im) politeness used in complaint which represented in form of scale very polite, polite, impolite, very impolite and not sure. The writer employed documentation and questionare form of DCT (Discourse Completion Taks) scenarios in taking the data. The subject of this research were taken using proportional random sampling technique consisting seventy five male and seventy five female participants. They also consist of three group of students which are third semester, fifth semester and seventh semester. The writer analyzed the data by using complaint theory by Trosborg (1995), politeness theory by Brown and Levinson (1987) and impoliteness theory by Culpeper (2010).

The research finding shows that there were different perception of (im) politeness used in complaint among three groups of level. SS as group who had higher level of study had better understanding about (im) politeness used in complaint than others groups (TS and FS). Furthermore, most of the participants regarded that indirect complaint as polite while direct complaint considered as impolite. The difference perception of (im) politeness used in complaint also happened between male and female. Female had better perception of (im) politeness on complaint than male because in most of DCT, female have more confidence to judge whether a complaint polite or impolite. While, male prefer to not judge the level of politeness a complaint. The writer found fourteen reasons to judge (im) politeness provided by Indonesian EFL students. They were word choice as 19%, complaint strategies used by complainer as 17,7%, habitual action as 16,4%, distance as 15,3%, intonation as 13,3%, type of sentences as 4,4%, modal as 2,5%, culture as 2,2%, emotion as 1,27%, right as 1,7%, attention getter as 1,2%, punctuation mark as 0,8%, condition or context as 0,2%, and gender as 0,1%. In some cases, there were found some of students who used more than one strategies to judge whether a complaint polite or impolite.

Keyword: A Cross Sectional Study, Perception, Complaint, (Im) politeness.

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LIST OF ABBREVIATION

FTA : Face Thretening Act

TS : Third Semester

FS : Fifth Semester

SS : Seventh Semester

S : Speaker

H : Hearer

VP : Very Polite

P : Polite

I : Impolite

VI : Very Impolite

NS : Not Sure